

"Lizabeth Ardisena (DB)" <lardisena@asgren.com> 04/22/2011 08:19 AM To <joseph.continetti@gsa.gov>

CC

bcc

Subject RE: Final Proposal Revision - Price Entry & Non-Price Informational Requirement

Joe - thanks. I have received the letter and will follow-up with you if I have any questions.

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From: joseph.continetti@gsa.gov [mailto:joseph.continetti@gsa.gov]

Sent: Friday, April 22, 2011 8:13 AM

To: Lizabeth Ardisana (DB)

Subject: Final Proposal Revision - Price Entry & Non-Price Informational Requirement

Hi Beth,

Please see the attached letter regarding your final proposal revision.

Note that we will require additional specific non-price related information as requested in the text of the letter.

I will follow up this morning to be sure you have received the letter and answer any questions.

Thanks,

Joe

Joseph Continetti, Contract Specialist General Services Administration Office of Acquisition Operations, QMAA 2200 Crystal Drive, Suite 1006 Arlington, VA 20406 (703)605-2763 Phone (703)605-9871 Fax joseph.continetti@gsa.gov

to me
FYI
From: Joseph Continetti (QMAA) <joseph.continetti@gsa.gov> Date: Fri, Sep 30, 2011 at 4:23 PM Subject: Fwd: THINK North America To: Len Fedoruk <leonard.fedoruk@gsa.gov></leonard.fedoruk@gsa.gov></joseph.continetti@gsa.gov>
From: Joseph Continetti (QMAA) < ioseph.continetti@gsa.gov> Date: Fri, Sep 30, 2011 at 10:50 AM Subject: Fwd: THINK North America To: Len Fedoruk < ieonard.fedoruk@gsa.gov>
Hi Len, Please see the attached press release and message from Beth. Joe
From: Lizabeth Ardisana (DB) < lardisana@asgren.com > Date: Fri, Sep 30, 2011 at 10:50 AM Subject: THINK North America To: "Joseph Continetti (QMAA)" < joseph.continetti@gsa.gov >

Joe:

Attached is the original press release that we distributed in July regarding the purchase of the assets of THINK Global AS, our parent company. Please note that the press release clearly states that THINK North Americaplans to continue to sell and service cars in the US that are built in our plant in Elkhart, Indiana. Think North America did not declare bankruptcy and remains solvent and active today. In fact we have delivered nearly 50 THINK City EVs in the last three weeks in the US.

If you have questions please do not hesitate to call.

Thanks.

<<07-25-11- TNA New Ownership (final).docx>>

**Beth Ardisana** 

THINK North America

### 313-565-4700 x124

Fax: 313-565-4701

"Best Places to Work" - Crain's Detroit

### mailto:lardisana@asgren.com

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Joseph F. Continetti Contract Specialist **Automotive Acquisition Support GSA Federal Acquisition Service** 2200 Crystal Drive Suite 1000 Arlington, VA 22202 joseph.continetti@gsa.gov

Tel: (703) 605-2763



### **GSA Federal Acquisition Service**

December 10, 2010

Lizabeth Ardisana
Think North America Inc.
22226 Garrison
Dearborn, MI 48124

Dear Ms. Ardisana:

This letter is in reference to Think North America Inc.'s offer to GSA under solicitation QMAA-JC-100001-N for Electric Passenger Cars, Vans to include Electric-Extended Range Vehicles. After a review of Think North America Inc.'s offer, GSA has found some deficiencies that make Think North America Inc.'s offer non-responsive. GSA requires these documents in order to evaluate Think North America Inc.'s proposal in its entirety. The information listed below is needed in accordance with the solicitation requirements.

Section E.2, ADDENDUM TO 52.212-1, INSTRUCTIONS TO OFFERORS-COMMERCIAL ITEMS, ITEM 4 Submission of Content and Format of Proposals notes that under Tab A the offeror is to submit a complete copy of the entire solicitation, with all requested "fill-in regulations" completed.

Please submit a completed copy of the entire solicitation.

Signed copies of Amendment numbers 001, 002, 003, 004, 005 and 007 are required. Please submit these signed amendment copies.

### **ORCA**

Please note that the following fields within your ORCA document are either not checked, or do not contain the required information. Please make these corrections at the ORCA website. Confirmation of these corrections is necessary for the completion of the evaluation of the proposal.

52.212-3 Offeror Representations and certifications-Commercial Items (Alternate 1 & 2) (Aug 2009)

Paragraph (b), item 2, asks if there are any exceptions to the information submitted to the ORCA database. If there are no exceptions, please state this in the space provided.

Paragraph (4) Trade Agreements Certificate, (ii) states that the "offeror shall list as other end products those end products that are not U.S. made, or designated country end products". Please complete this section as requested.

Paragraph (j), Place of Manufacture asks that the offeror identifies the place of manufacture.

Please complete this paragraph in its entirety

52.225-6 Trade Agreements Certificate (Jan 2005)

Please complete paragraph B of this clause. If there are no exceptions taken, please note this.

### **TECHNICAL**

GSA's Technical Review Team successfully completed a technical Evaluation of your company's Technical Proposal finding Technical Capability and Management Capability (A) ACCEPTABLE and Past Performance (S) SATISFACTORY.

Please note the comments made, respective of category, of the evaluation and supply an elaboration of the subject.

Comment: The interface between AutoChoice and the offeror's ordering system is not described. Please refer to Section E.10, 552.216-73 ORDERING INFORMATION (SEP 1999) (ALTERNATE 1-SEP 1999) for instructions regarding the election of method for the receipt of orders, and information needed to establish an EDI interface.

Comment: Vehicle warranty is not mentioned in Think North America Inc.'s response to the solicitation.

Please describe the OEM comprehensive warranty, power train warranty, and battery warranty for Think North America Inc.'s products.

Comment: Delivery times need to be examined

Please describe the time between the acceptance of an order from the GSA and the delivery to the customer. Although this is addressed as a 73 day process for Think's overseas operations, no mention of the anticipated order to deliver interval for the U.S. operation is mentioned in Think North America Inc.'s response to the solicitation.

**Comment:** Think North America describes the delivery of produced vehicles to a distribution center for PDI and get ready.

Please enumerate the number of distribution centers for Think North America's products, the locations of these distribution centers, and the logistical plan in place to deliver units to GSA customers that are not in close proximity to those distribution centers.

Will the location of these distribution centers restrict Think North America Inc.'s planned distribution to specific geographic regions?

Additionally, please describe the process for warranty repairs and adjustments for GSA customers.

Comment: The Past Performance narrative supplied by Think North America Inc. describes relationships with three (3) customers, two (2) of which are located outside the United States. Please supply the names, addresses, and contact information for two (2) additional references that may be involved in ongoing business matters, or engaged in joint ventures or partnerships with Think North America Inc.

When resubmitting your Technical Capabilities information, please be sure to address all requirements, and respond to the deficiencies noted above.

Failure to submit all necessary documentation as required by the solicitation will result in Think North America Inc. to be deemed non-responsive and no further consideration will be given to Think North America Inc. for solicitation QMAA-JC-100001-N, Electric Passenger Cars, Cargo Vans, to include Electric –Extended Range Vehicles.

When correcting information on the above referenced pages, only return those pages specified; the entire solicitation is not required.

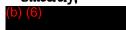
GSA requires the above information to be returned by 3:00 pm ET on Friday, December 17, 2010 electronically to the following email address:

### Joseph.continetti@gsa.gov

Please ensure to put your Company's Name and Solicitation Number is in the Subject Line of the email.

If you have any questions please do not hesitate to contact Joe Continetti at joseph.continetti@gsa.gov or 703-605-2763.

Sincerely,



Laurel A. Weiskopf
Contracting Officer
Office of Acquisition Operations, Medium/Heavy Vehicles & Fleet Acquisition Divisions

From: joseph.continetti@gsa.gov [mailto:joseph.continetti@gsa.gov]

Sent: Friday, December 10, 2010 3:00 PM

To: Lizabeth Ardisana (DB)

Cc: laurel.weiskopf@gsa.gov; dallas.brewer@gsa.gov; ontheroad@gsa.gov

Subject: Administration Letter - Solicitation QMAA-JC-100001-N

Hi Lizabeth,

Please see the attached letter regarding administrative matters associated with the Think North America inc. offer in response to

GSA solicitation QMAA-JC-100001-N.

Please note that the response date for the information requested is 3:00pm ET on Friday, December 17, 2010.

Thanks for your participation.

Best Regards,

Joe

Joseph Continettl, Contract Specialist General Services Administration Office of Acquisition Operations, QMAA 2200 Crystal Drive, Suite 1006 Arlington, VA 20406 (703)605-2763 Phone (703)605-9871 Fax joseph.continetti@gsa.gov



December 16, 2010

Mr. Joseph Continettl, Contract Specialist General Services Administration Office of Acquisition Operations, QMAA 2200 Crystal Drive, Suite 1006 Arlington, VA 20406

### Dear Joe:

This letter is in reference to GSA's administration letter sent on December 10<sup>th</sup> 2010 in response to our offer to GSA under solicitation QMAA-JC-100001-N for Electric Passenger Cars, Vans to include Electric-Extended Range Vehicles.

Think North America Inc. has reviewed the administration letter and is pleased to provide our response to address the deficiencies of our earlier submission. This resubmission package has been drafted so that it addresses each of the items that you have listed. Please find below our response to your concerns and the appropriate documents that addresses them.

 Section E.2, ADDENDUM TO 52.212-1, INSTRUCTIONS TO OFFERORS-COMMERCIAL ITEMS, ITEM 4 Submission of Content and Format of Proposals notes that under Tab A the offeror is to submit a <u>complete copy of the entire solicitation</u>, <u>with all requested "fill-in</u> <u>regulations" completed.</u>

Please submit a completed copy of the entire solicitation.

THINK's Response:

The complete copy of the solicitation with all the "fill-ins" regulations is provided as an attachment under the file name "AMENDMENT\_001. Think NA Response with Fill-Ins.pdf"

2. Signed copies of Amendment numbers 001, 002, 003, 004, 005 and 007 are required. Please submit these signed amendment copies.

THINK'S Response:

The above mentioned amendments have been signed and consolidated into a pdf and is included as Appendix 1

### 3. ORCA

Please note that the following fields within your ORCA document are either not checked, or do not contain the required information. Please make these corrections at the ORCA website. Confirmation of these corrections is necessary for the completion of the evaluation of the proposal.

### THINK's Response:

Think has made reasonable attempts to update the ORCA information online to address the open items that GSA has identified. While ORCA provided some flexibility to clarify information through its questionnaire, much of the items are clarified in the solicitation at the appropriate sections. The latest ORCA certification document is attached as Appendix 2

a. 52.212-3 Offeror Representations and certifications-Commercial Items (Alternate 1 & 2) (Aug 2009)
 Paragraph (b), item 2, asks if there are any exceptions to the Information submitted to the ORCA database. If there are no exceptions, please state this in the space provided.

### THINK's Response:

Appropriate section in the solicitation has been updated to reflect our response

b. Paragraph (4) Trade Agreements Certificate, (ii) states that the "offeror shall list as other end products those end products that are not U.S. made, or designated country end products".

Please complete this section as requested.

THINK's Response:

Appropriate section in the solicitation has been updated to reflect our response.

 Paragraph (j), Place of Manufacture asks that the offeror identifies the place of manufacture.

Please complete this paragraph in its entirety

THINK's Response:

Appropriate section in the solicitation has been updated to reflect our response

d. 52.225-6 Trade Agreements Certificate (Jan 2005)

Please complete paragraph B of this clause. If there are no exceptions taken, please note this.

THINK's Response:

Appropriate section in the solicitation has been updated to reflect our response

### 4. TECHNICAL

 a. Comment: The Interface between AutoChoice and the offeror's ordering system is not described.

THINK's Response:

Think has revised the order to delivery process to include this concern. Please refer to Appendix 3

 Comment: Vehicle warranty is not mentioned in Think North America Inc.'s response to the solicitation.

THINK's Response:

THINK has provided the warranty terms in Appendix 4

c. Comment: Delivery times need to be examined

Please describe the time between the acceptance of an order from the GSA and the delivery to the customer. Although this is addressed as a 73 day process for Think's overseas operations, no mention of the anticipated order to deliver interval for the U.S. operation is mentioned in Think North America Inc.'s response to the solicitation.

THINK's Response:

Think's order to delivery time can vary anywhere between 2 and 6 weeks depending order size and shipping location. Please refer to Appendix 3 for more information.

d. Comment: Think North America describes the delivery of produced vehicles to a distribution center for PDI and get ready. Please enumerate the number of distribution centers for Think North America's products, the locations of these distribution centers, and the logistical plan in place to deliver units to GSA customers that are not in close proximity to those distribution centers. Will the location of these distribution centers restrict Think North America inc.'s planned distribution to specific geographic regions?

### THINK's Response

Think has revised the order to delivery process to include this concern. Please refer to Appendix 3

 Additionally, please describe the process for warranty repairs and adjustments for GSA customers.

THINK's response:

Please refer to Appendix 4

5. Comment: The Past Performance narrative supplied by Think North America Inc. describes relationships with three (3) customers, two (2) of which are located outside the United States. Please supply the names, addresses, and contact information for two (2) additional references that may be involved in ongoing business matters, or engaged in joint ventures or partnerships with Think North America Inc.

THINK's response:

Please refer to Appendix 5

If you have any questions, please don't hesitate to call myself at (313) 565 4700 (x124) or Deepan Sivaraj at (313) 565 4700 (x127)

Sincerely,



Lizabeth A. Ardisana

Director, Marketing Sales and Service Think North America



To <joseph.continetti@gsa.gov>

cc "Lizabeth Ardisana (DB)" < lardisana@asgren.com>

bcc

Subject Think City Retail Pricing Label

Joe,

Please find attached the pricing label for retail customers.

As I mentioned to you over the phone, we sell our car through our factory dealership in Indiana. There will no additional mark ups (dealer mark ups et.al) beyond what is being currently quoted to GSA. There will be local sales tax, title and registration fees etc..

Let me know if you need additional information.

Thanks,

Deepan Sivaraj

Work: (313) 565 4700 (ext: 127)

Fax: 1-313 565 4906

A Please Consider The Environment Before Printing

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Think City Retail Pricing.pdf



**Exterior Color:** Model/Code:

LE VIN

₹ CEZ BLACK BLACK

Elkhart, IN Port/Assembly:

## THIMKCITY

### STANDARD FEATURES, OPTIONAL EQUIPMENT AND OTHER ITEMS ₹ 2 1 Deliver by/Corrier:

34 kW (nominal)/37 kW (peak) Traction Motor

66 lb-ft torque (max) 14-inch alloy wheels

PERFORMANCE AND EXTERIOR

- Antilock Brake System (ABS) with electronic Driver and Passenger Airbags
- Power Brakes with electric pump

brake distributor

- Tire Pressure Monttoring System (TPMS) LATCH system for child safety
  - Electro-inychaulic Power-Assist Steering Anti-Theft & Start-Up locking system

independent suspension with torsion bars in

stabilizer and hydraulic shock absorbers in Independent MacPherson suspension with

the front axle

the rear axde

Front wiper with intermittent speed control

120V portable charging system

## COMFORT, CONVENIENCE AND INTERIOR

- Atr Conditioning
- Tilt Steering Wheel
- Power Windows, Door Locks and Mirrors
  - Remote Keyless Entry System
- Carpeted Floor Mats/Cargo Area Mats
- Cup Holders
- Tire Repair Kit Cargo Net

# GOVERNMENT SAFETTY RATINGS

Highway Traffic Safety Administration under the New Car Assessment Program. This vehicle has not currently been selected for assessment by the National Source: National Highway Traffic Safety Administration (NHTSA).

## WWW safercar gov or 1-888-327-4236

Protect the environment, choose vehicles with higher scores:

**Environmental Performance** 

Global Warming Score

Smog Score

10 Cleanest

10 Cleanest **医食物 医 新 新 新 新 新 新** 

Verticle emissions are a primary contributor to global warming and smog. Scores are determined by the California Air Resources Board based on this vehicle's measured emissions. Please visit

US/CANADIAN PARTS CONTENT: 50% MAJOR SOURCES OF FORERCH PARTS CONTENT: NOME

assembly, distribution, or non-parts costs. Note: Parts content does not include final FINAL ASSEMBLY POINT ELKHART, INDIANA, U.S. TRANSMISSION: ITALY COUNTRY OF ORIGINS POR THIS VICHICLE MOTOR FRANCE

- 3 Years/36,000 Milles Basic Coverage THED WARRANTY
- 5 Years/75,000 Miles Traction Battery and Powertrain Coverage
- S Years/75,000 Milles Surface Coating
- 10 Years/75,000 Chassis Corrosion

See Service Warranty Manual for Details

AIR RESOURCES BOARD

www.DriveClean.ca.gov for more information

Manufacturer Suggested Retail Price (MSRP)\*:

\$35,495.00

\$35,495.00

SUB TOTAL:

Delivery and Destination:

\$1,000.00

TOTAL MSRP:

\$36,495.00

\*MSRP does not include license and title fees, state, local and applicable federal taxes and dealer installed options

Dealer Name/Address

THINK NORTH AMERICA, INC. Elkhart, Indiana 46516 3221 Magnum Drive

Ship to: (dealer, unless otherwise indicated)

THINK NORTH AMERICA, INC. Elikhart, Indiana 46516 3221 Magnum Drive

SAMPLE VIN

THIS LABOL HAS BEEN APPLIED PURSUANT TO PEDIEDAL LAM, DO NOT REMOVE OR ALITER PRIOR TO THE DELIVENY TO THE ULTHAND PURCHASEN.





October 19, 2011

Ms. Lizabeth Ardisana THINK North America, Inc. 22226 Garrison St. Dearborn, MI 48124

Dear Ms. Ardisana:

This letter serves as notice that the Government does not intend to exercise the first option period of THINK North America, Inc.'s contract, GS-30F-X0067.

Contract GS-30F-X0067 is currently set to expire on October 31, 2011.

Thank you for your service. If you have any questions concerning this notice, please contact me at (703) 605-2763 or by email at <a href="mailto:joseph.continetti@gsa.gov">joseph.continetti@gsa.gov</a>

Sincerely,

Joseph F. Continetti Contract Specialist

Automotive Acquisition Support Division (QMAA)

70ch #3



### QMAA-JC-100001-N, Amendment No 007 Resubmission

### **Order to Delivery Process**

For the near term, THINK elects to receive orders placed by GSA's Federal Supply Service (FSS) through facsimile transmission. if THINK anticipates the need for establishing Electronic Data Interchange (EDI) THINK will implement an EDI platform to support GSA's order fulfillment. At that time, THINK will work with GSA to determine the requirements and develop the platform to support GSA's needs.

As soon as THINK receives the facsimile transmission, the order is recorded to the customer database and THINK Manufacturing is notified of the order. THINK manufacturing team then verifies the ability to build the order by confirming the vehicle and options configuration. Once verified, the information is uploaded to the ERP/MRP system at the manufacturing plant. At the same time, the suppliers are notified and build is scheduled.

Once scheduled, the VIN is generated and build sequence is initiated. The vehicle proceeds down the production line work stations mentioned under the "Manufacturing Process" section to complete the build. At the end of the assembly line, quality audits and tests are conducted and the vehicle is released for shipping.

THINK distributor at the Elkhart facility then takes control of the vehicle orders, processes the paper work including – the Manufacturers Statement of Origin (MSO), the Bill of Sales, and all other documents required by the GSA's contract – and prepares the vehicles ready for shipment. At this point, the customer is informed of the status and delivery date/ time is confirmed.

Depending on the delivery location, THINK will establish a contract with a local dealer in to support a "courtesy delivery" of the vehicles to the customer location. Pre-Delivery Inspection (PDI), Carrier claims, Repair/ replacement, Pre delivery servicing etc. will be performed at this dealer site prior to delivery to the customers. If required by GSA, the dealer will also perform the paper work for registration and titling of the vehicles. As a part of the delivery process, the customers will also be provided with operating instructions and allow for customers to inspect the vehicle. If for any reason, there is delay in shipment or issues, GSA will be notified per requirements of the contract.

THINK anticipates the whole process from order to deliver of vehicles to take between 2 and 6 weeks, depending on order size and destination.

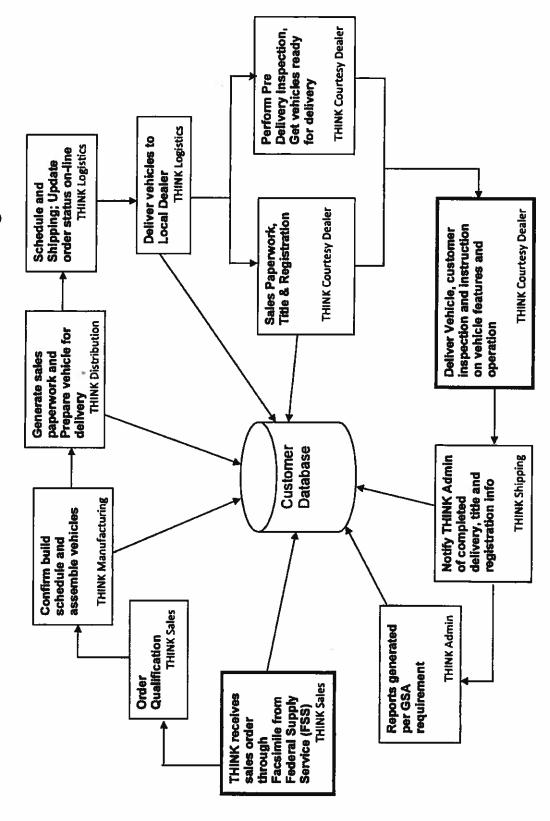
All delivery information and documentation is submitted to the customer database by Shipping and the Administration department inspects all records to ensure complete documentation of the entire vehicle build and delivery process. Throughout the manufacturing and shipping processes, information is maintained and updated in a central Customer Database and the customer will be kept informed of order progress.

The flow diagram on the following page presents an overview of how this process is managed.



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# **Customer Order Processing and Information Management**



### THINK

### QMAA-JC-100001-N, Amendment No 007 Resubmission

### THINK NORTH AMERICA WARRANTY TERMS AND PROCESS

Think NA is proud present the following terms for warranty on the 2011 THINK CITY vehicles to the GSA.

### **Basic Coverage**

New Vehicle Limited Warranty, coverage begins at the warranty start date and lasts for 3 years or until the vehicle odometer registers 36,000 miles, whichever occurs first. During this coverage period, the authorized THINK NA service point will repair, replace or adjust all parts on your vehicle, covered under warranty, that are defective in factory-supplied materials or workmanship, except for the exclusions or items listed under the caption "What is Not Covered?" identified in the warranty information booklet that is delivered with the vehicles. If a part is covered by one of the separate coverage described below then, that specific coverage applies instead of the basic coverage.

### **Traction Battery Coverage**

THINK City has a 5-year warranty on the traction battery, effective from the warranty start date or until the vehicle odometer registers 75,000 miles, whichever occurs first...

### Powertrain Coverage

THINK City has a 5-year, warranty on powertrain, effective from the warranty start date or until the vehicle odometer registers 75,000 miles, whichever occurs first.

### **Surface Coating Coverage**

The Surface Coating Warranty is effective from the warranty start date and lasts for 5 years or until the vehicle odometer registers 75,000 miles, whichever occurs first. The surface coating warranty covers defects/damages in the surface coatings, which can be traced back to materials used in construction or during production of the vehicle, or the surface corrosion. The limited warranty is conditional on the vehicle being maintained according to THINK NA's recommendations.

### **Chassis Corrosion Coverage**

THINK City has a 10-year warranty on corrosion to the chassis, effective from the warranty start date or until the vehicle odometer registers 75,000 miles, whichever occurs first. The warranty is conditional on periodic inspection of the anticorrosion treatment, according to the recommendations in THINK NA's service manual.

### Coverage on Genuine THINK Spare Parts and Accessories

Genuine THINK NA spare parts and accessories are covered by the New Vehicle Limited Warranty on the condition that the parts are purchased and installed in the vehicle that this warranty covers at an authorized THINK NA repair shop. Genuine THINK NA spare parts and accessories are warranted for the remainder of the basic coverage or for a minimum of at least 12 months from the date of installation

### Warranty Repairs and Adjustments

Depending on vehicle deployment, THINK will establish a service contract with one of the local auto dealers. The dealer will provide the required support for warranty and service related issues. THINK will provide the required training and equipment to support such warranty repairs. Any warranty related adjustments and payments will be followed according to the THINK's warranty policies and procedures.

### THINK

### QMAA-JC-100001-N, Amendment No 007 Resubmission

### Past Performance

Probably the most pertinent example of past project performance can be shown in the transfer of assembly technology from THINK manufacturing in Aurskog, Norway to the build center for the THINK City at Valmet Automotive in Finland.

However, there have been several important projects which demonstrate the capability of THINK. These are detailed below:

**Project/Contract name:** THINK Partnership with Project Plug-IN and the State of Indiana

Project Description: THINK has begun selling the THINK City electric car in Indianapolis this year as part of Project Plug-IN. THINK is in the process of taking orders and expects to sell up to 100 THINK City cars in Indianapolis. Project Plug-IN, organized by the Energy Systems Network, will place 100 or more plug-in electric vehicles with government and corporate fleets as well as selected individual commuters across the Indianapolis metropolitan area. Delivery of these vehicles began in December 2010. The program enlists a wide range of industry and government partners to solve technical challenges related to preparing communities for electric vehicles.

Dollar Amount of Project: Up to \$4,100,000

Length of Project or Period of Performance: One year with option to continue Point of Contact: Paul Mitchell, Energy Systems Network (317) 532-4774

Project/Contract Name: THINK City Partnership with Duke Energy
Project Description: THINK is working with Duke Energy to provide vehicles to the
Duke corporate fleet and support the purchase of THINK City vehicles by Duke
employees. The initial vehicle orders are being produced at the Elkhart plant and will be
delivered to customers beginning in December 2010.

Dollar Amount of Project: Approximately \$1,250,850

Length of Project or Period of Performance: One year with option to continue Point of Contact: Zachary Kuznar (513-265-2157) zachary.kuznar@duke-energy.com

Project/Contract name: THINK Partnership with Indianapolis Power and Light Project Description: THINK is working with Indianapolis Power and Light (IPL) to provide vehicles to the IPL corporate fleet and support the purchase of THINK City vehicles by IPL employees. The initial vehicle orders are being produced at the Elkhart plant and will be delivered to customers beginning in December 2010.

Dollar Amount of Project: Approximately \$833,900

Length of Project or Period of Performance: One year with option to continue

Point of Contact: Joan Soller (317-261-5403) joan.soller@aes.com

### QMAA-JC-100001-N, Amendment No 007 Resubmission

### **Past Performance**

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Dollar Amount of Project: Up to \$4,100,000

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employees. The initial vehicle orders are being produced at the Elkhart plant and will be
delivered to customers beginning in December 2010.

Dollar Amount of Project: Approximately \$1,250,850

Length of Project or Period of Performance: One year with option to continue Point of Contact: Zachary Kuznar (513-265-2157) zachary.kuznar@duke-energy.com

**Project/Contract name:** THINK Partnership with Indianapolis Power and Light **Project Description:** THINK is working with Indianapolis Power and Light (IPL) to provide vehicles to the IPL corporate fleet and support the purchase of THINK City vehicles by IPL employees. The initial vehicle orders are being produced at the Elkhart plant and will be delivered to customers beginning in December 2010.

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Point of Contact: Joan Soller (317-261-5403 ) joan.soller@aes.com

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### **Basic Coverage**

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### **Traction Battery Coverage**

THINK City has a 5-year warranty on the traction battery, effective from the warranty start date or until the vehicle odometer registers 75,000 miles, whichever occurs first...

### **Powertrain Coverage**

THINK City has a 5-year, warranty on powertrain, effective from the warranty start date or until the vehicle odometer registers 75,000 miles, whichever occurs first.

### **Surface Coating Coverage**

The Surface Coating Warranty is effective from the warranty start date and lasts for 5 years or until the vehicle odometer registers 75,000 miles, whichever occurs first. The surface coating warranty covers defects/damages in the surface coatings, which can be traced back to materials used in construction or during production of the vehicle, or the surface corrosion. The limited warranty is conditional on the vehicle being maintained according to THINK NA's recommendations.

### Chassis Corrosion Coverage

THINK City has a 10-year warranty on corrosion to the chassis, effective from the warranty start date or until the vehicle odometer registers 75,000 miles, whichever occurs first. The warranty is conditional on periodic inspection of the anticorrosion treatment, according to the recommendations in THINK NA's service manual.

### Coverage on Genuine THINK Spare Parts and Accessories

Genuine THINK NA spare parts and accessories are covered by the New Vehicle Limited Warranty on the condition that the parts are purchased and installed in the vehicle that this warranty covers at an authorized THINK NA repair shop. Genuine THINK NA spare parts and accessories are warranted for the remainder of the basic coverage or for a minimum of at least 12 months from the date of installation

### Warranty Repairs and Adjustments

Depending on vehicle deployment, THINK will establish a service contract with one of the local auto dealers. The dealer will provide the required support for warranty and service related issues. THINK will provide the required training and equipment to support such warranty repairs. Any warranty related adjustments and payments will be followed according to the THINK's warranty policies and procedures.



April 25, 2011

Mr. Joseph Continetti,

Contract Specialist
General Services Administration
Office of Acquisition Operations, QMAA
2200 Crystal Drive, Suite 1006
Arlington, VA 20406

### Dear Joe:

This letter is in reference to GSA's request for additional information sent on April 22<sup>nd</sup> 2011 in response to our offer to GSA under solicitation QMAA-JC-100001-N for Electric Passenger Cars, Vans to include Electric-Extended Range Vehicles.

### \*Non-Price Informational Requirement:

Please elaborate on the current and future plans to establish a dealership network in North America. Additionally, provide a detailed description of the established courtesy delivery and service network in place to accommodate possible GSA orders for delivery. Specifically, provide locations, addresses, and phone numbers for all courtesy delivery points, and THINK NA service points in place at this time, and how a roll out of additional points is planned. Please address how servicing will be performed at these locations. It is imperative that if there are any issues related to restricted geographic distribution and/or servicing, that they be addressed at this time.

### **Geographic Restrictions:**

At this time we plan to restrict the distribution and service of the THINK city to the following locations:

- Indiana
- Maryland
- Washington DC
- New York
- Michigan
- California

### Geographic Distribution/Sales and Courtesy Delivery Points:

Think NA currently sells and ships vehicles from our assembly plant in Elkhart, IN to the customer's preferred location in any state FOB Indiana. Our ecommerce website allows customers to view available VINs, options, pricing, availability and request a vehicle @ <a href="www.thinkev-usa.com">www.thinkev-usa.com</a>. In addition, Think has a partnership in place with QEK (a subsidiary of Penske Automotive Group, NYSE: PAG) that allows us to stage/store and complete courtesy deliveries of vehicles in every state, if required by the customer (for further information, 248-729-5495). All vehicles are inspected before it leaves our facility (PDI) and if customers require Think NA can also arrange QEK to complete PDI at the delivery location.



In addition to the support of QEK, in specific higher volume markets we may contract with a local partner to support courtesy deliveries as we have done with Tom Wood, inc. in Indianapolis, IN. (Tom Wood Inc., 4610 East 96<sup>th</sup>. St., Indianapolis, IN 46240).

Think NA plans to expand its sales network beyond IN via unique Retail Pop-up stores in select markets for the 2012 Model Year beginning 4<sup>th</sup> Q. 2011. Retail launch markets under consideration for 4<sup>th</sup> Q. 2011 include CA, OR, NY, MD, DC, and MA.

### Warranty Repairs and Adjustments:

### **Current Repair Locations for THINK EV:**

Service Center operations for parts, service, technical training and call center operations programs have been completed and are staffed and operational supporting vehicle sales in the following locations. THINK North America - Elkhart, 3221 Magnum Drive, Elkhart, IN. 46516

THINK North America - Detroit, 333 Republic, Allen Park, MI.

Tom Wood Inc., 4610 East 96th. St., Indianapolis, IN 46240

### Market Area Support Strategy for Parts and Service: (GSA and non-GSA Orders)

Our goal is to identify areas that have electric vehicle incentives and alternative transportation interests allowing us to concentrate our sales and market area deployment activities. We need to be able to support the customers with timely service and part support assuring a good customer experience while they transition to alternative transportation.

We are now prepared to roll out support operations as required in other geographic locations as required to support sales to retail and fleet customers. Complete provider pilot programs allows us to quickly identify supplier partners, contract and train

Other areas currently under consideration include: New York, Philadelphia, Baltimore, Washington and Northern and Southern California locations. We are evaluating sales and service partners in these areas now.

### Next Steps supporting Baltimore and Washington DC markets:

Think has developed a sales/service relationship with AutoFlex (VetCars) a small veteran owned disadvantaged business in Maryland and Washington DC. Facilities that have been evaluated to support our programs in that region include:

AutoFlex, 1206 Ridgley St., Baltimore, MD 21230

Auto Service, 125 - O St. Washington DC 20003

Technical training - NAFTC Training of EV Technicians

VETCARS - Fleet Electrification Program - MOU Department of Veteran Affairs

Baltimore VETCARS Call Center – EV and EVSE customer Service and FAST Data Collection GSA and Federal Fleet Compliance.

### The following operations are managed from our Dearborn Michigan Office.

Service and Parts Operation Management, Technical Training, Technical Assistance, Customer Assistance and Field Service Support provided on site at the Service Location as required.



### Service Part Operation:

Part stocking locations are Elkhart Indiana and Indianapolis Indiana, providing overnight shipping in the continental US. Authorized Service Providers have part stock on site for maintenance and common support items.

### **Technical Service Training:**

Provided on site at service location, 2 day technical training class includes electrical safety training and diagnostic training on unique electric vehicle systems.

### Technical Assistance and Customer Assistance:

Services provided from Dearborn offices, Inquires from customers and service providers by phone or email.

### Field Service Support:

Service provided at servicing location as required. Vehicle support on service bulletins, field actions and unique electric vehicles issues. Most calls are handled over the phone by our technical representatives.

if you have any questions, please don't hesitate to call myself at (313) 565 6781 (x124) or Deepan Sivaraj at (313) 565 6781 (x127)

(b) (6)

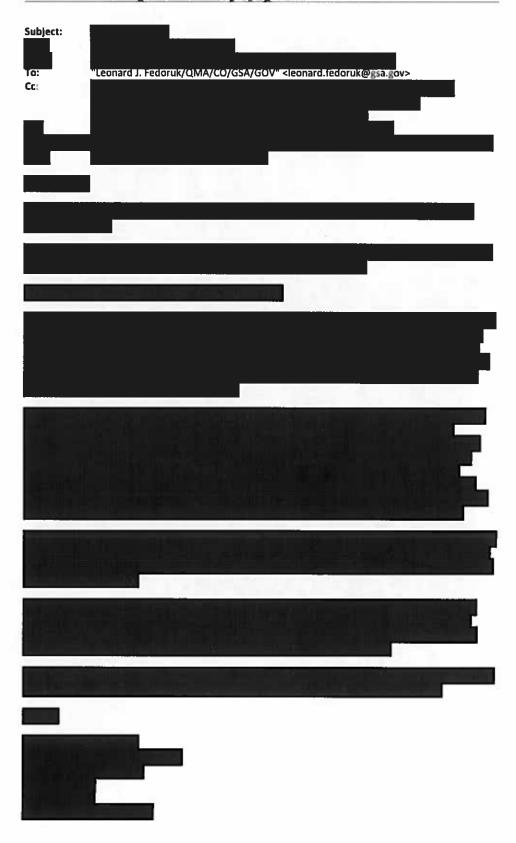
Sincerely,

(b) (6)

Lizabeth A. Ardisana

Director, Marketing Sales and Service

Think North America



Subject:

Fw: Award of Electric Vehicle Tue, 7 Jun 2011 16:01:36 -0400

Date: From:

leonard.fedoruk@gsa.gov

To:

iris.hubbard@gsa.gov;laure).weiskopf

Message-ID: <OF05D8E767.4F3DA828-ON852578A8.006DF206-852578A8.006E02A5@LocalDomain>

MD5:

51c95f598dc007b4b23cfbbfadd8205d

Very nice work......thank you.....thank you.....!

Leonard J. Fedoruk (Len) Director, Light Vehicles Office of Acquisition Operations (QMAA) U. S. General Services Administration 2200 Crystal Drive, Room 10049 Arlington, VA. 22202 (703) 605.3413 Direct Line

(703) 605.9871 Fax

---- Forwarded by Leonard J. Fedoruk/QMA/CO/GSA/GOV on 06/07/2011 04:00 PM ----

Rebecca A. Koses/QMA/CO/GSA/GOV@GSA

"Leonard Fedoruk." < leonard.fedoruk@gsa.gov>, William A. Toth Sr./QMD/CO/GSA/GOV@GSA

Laurel A. Weiskopf/QMAA/CO/GSA/GOV 06/07/2011 03:54 PM

> Š u

> > Re: Fw: Award of Electric Vehicle

e C

All-

Per Denise, the vendor is going to deliver the vehicle to GSA on Wednesday.

Thank you,

Laurel A. Weiskopf **Contracting Officer** Office of Acquisition Operations, Light Vehicle Division (QMAA) 703.605.5721 - direct line 703.605.9871 - fax

Rebecca A. Koses/QMA/CO/GSA/GOV 06/07/2011 02:51 PM

To Laurel A. Weiskopf/QMAA/CO/GSA/GOV@GSA cc "Leonard Fedoruk." <leonard.fedoruk@gsa.gov>, William

A. Toth Jr./QMD/CO/GSA/GOV@GSA
Subject Fw: Award of Electric Vehicle

Laurel

The vehicle isn't for the Administrator - and please award it - Bill Toth says to let him know when we can pick it up

Rebecca A. Koses Director Office of Acquisition Operations (QMA) Federal Acquisition Service U.S. General Services Administration

Work Phone: 703-605-5606

Fax: 703-605-9935

---- Forwarded by Rebecca A. Koses/QMA/CO/GSA/GOV on 06/07/2011 02:49 PM ----

| Koses/QMA/CO/GSA/GOV@GSA | CC Bill F. | Webster/QM/CO/GSA/GOV@GSA, | Jr./QMD/CO/GSA/GOV | Denise C. | Banks/QMAA/CO/GSA/GOV@GSA | Banks/QMAA/CO/GSA/GOV@GSA | CC Bill F. | Webster/QM/CO/GSA/GOV@GSA | Denise C. | CC Banks/QMAA/CO/GSA/GOV@GSA | CC Bill F. | Webster/QM/CO/GSA/GOV@GSA | Webster/QM/CO/GSA/GOV@GSA | CC Bill F. | Webster/QM/CO/GSA/GOV@GSA | Webster/QM/CO/G

Subject Re: Award of Electric Vehicle Link

To Rebecca A.

Note - This one is not for the Administrator - it is for here in the building and so that OGP has something to drive to FedFleet

Bill Toth Director Office of Motor Vehicle Management U.S. General Services Administration 2200 Crystal Drive Rm. 10002 Arlington, VA 22202 703.605.5630

Rebecca A. Koses/QMA/CO/GSA/GOV 06/07/2011 02:12 PM To Bill F,
Webster/QM/CO/GSA/GOV@GSA
cc William A. Toth
Jr/QMD/CO/GSA/GOV@GSA, Denise
C. Banks/QMAA/CO/GSA/GOV@GSA
Subject Award of Electric Vehicle

\*\*\*\*\*SOURCE SELECTION SENSITIVE - DO NOT SHARE\*\*\*\*

Bill

About to award the Administrator's vehicle to drive to FedFleet--a white Chevy Volt

Awardee is Criswell Automotive in Gaithersburg, MD for \$44,705. Delivery is in 7 days (or Fleet can go pick it up).

Do you need to make any calls first or are we good to award?

Rebecca A. Koses
Director
Office of Acquisition Operations (QMA)
Federal Acquisition Service
U.S. General Services Administration

Work Phone: 703-605-5606

(b) (6)

Fax: 703-605-9935

Subject: Electric Vehicle Demonstration
Date: Fri. 25 Mar 2011 14:09:30 -0500

From: "Candace G. Martinez/QMDA/CO/GSA/GOV" <candace.martinez@gsa.gov>

To:

Bcc: "Emily M. Gartland/QMDFA/CO/GSA/GOV" <emily.gartland@gsa.gov>, "Soundjata T.

Carty/QMAC/CO/GSA/GOV" <soundjata.carty@gsa.gov>, "Matthew S. Manger/QMD/CO/GSA/GOV" <matthew.manger@gsa.gov>, "William A. Toth

Jr./QMD/CO/GSA/GOV" <william.toth@gsa.gov>, "Tina M. Gillespie-Lucas/QMA/CO/GSA/GOV" <tina.gillespie-lucas@gsa.gov>, "Craig D. Yokum/QMAD/CO/GSA/GOV" <craig.yokum@gsa.gov>, "Sharon C. Hamer/QMA/R09/GSA/GOV" <sharon.hamer@gsa.gov>, "Charles R. Crowton/QMA/R05/GSA/GOV" <charles.crowton@gsa.gov>, "Kwanita A. Brown/QMAD/CO/GSA/GOV" <kwanita.brown@gsa.gov>, "Jeffrey R. Beck/QA0B/CO/GSA/GOV" <jeffrey.beck@gsa.gov>, "Bridget R. Duffy/QMA/R05/GSA/GOV" <bri>det.duffy@gsa.gov>, "Lynnette Ju

Duffy/QMA/R05/GSA/GOV" <br/>
Henderson/QSDD/CO/GSA/GOV" <lynnette.henderson@gsa.gov>, "Erin H. Sembach/QMD/CO/GSA/GOV" <erin.sembach@gsa.gov>, "Jessica K.

Mueller/QMD/CO/GSA/GOV" <jessica.mueller@gsa.gov>, "Shane O. Hamilton/QMD/CO/GSA/GOV" <shane.hamilton@gsa.gov>, "David M.

Munn/QMD/CO/GSA/GOV" <david.munn@gsa.gov>, "Da llas W. Brewer/QMA/CO/GSA/GOV" <dallas.brewer@gsa.gov>, "Lacountess P.

Cole/QMDBD/CO/GSA/GOV" <connie.cole@gsa.gov>, "Dana J. Maykish/QMDA/CO/GSA/GOV" <dana.maykish@gsa.gov>, "Sean H. Seymour/QMDA/CO/GSA/GOV" <sean.seymour@gsa.gov>, "Leonard J. Fedoruk/QMA/CO/GSA/GOV" <leonard.fedoruk@gsa.gov>, "Joseph F. Continetti/QMA/CO/GSA/GOV" <joseph.continetti@gsa.gov>, "Wanda T.

Garnett/QMA/CO/GSA/GOV" <wanda.garnett@gsa.gov>, "Cheryl Capers/QMA/CO/GSA/GOV" <cheryl.capers@gsa.gov>, "Tennile J.

Palmer/CONTRACTOR/QMAB/CO/GSA/GOV" <tennile.palmer@gsa.gov>, "Alveatta P.

Palmer/CONTRACTOR/QMAE/CO/GSA/GOV" <alveatta.palmer@gsa.gov>, "Iris D.

Weiskopf/QMAA/CO/GSA/GOV" <a href="mailto:skopf@gsa.gov">"Marilyn T.">T.</a>

Dabney/QMAE/CO/GSA/GOV" < marilyn.dabney@gsa.gov>, "Craig

Walsh/QMAB/CO/GSA/GOV" <craig.walsh@gsa.gov>, "Kevin T.

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Milinski/QMDBA/CO/GSA/GOV" <stanley.milinski@ gsa.gov>, "Lisset A.

Ramirez/QMDBA/CO/GSA/GOV" < lisset.ramirez@gsa.gov>, "Amber N.

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Smith/QMDBA/CO/GSA/GOV" <milton.smith@gsa.gov>, "Semeon I. Pogossian/QMDBD/CO/GSA/GOV" <semeon.pogossian@gsa.gov>, "Thomas W.

Moriarty/QMDBB/CO/GSA/GOV" <tom.moriarty@gsa.gov>, "Marianne R.

Aiken/QMDBB/CO/GSA/GOV" <marianne.aiken@gsa.gov>, "Scott M.

Stockton/QMDBBA/CO/GSA/GOV" <scott.stockton@gsa.gov>, "Glenn O.

DeWitt/QMDBB/CO/GSA/GOV" <glenn.dewitt@gsa.gov>, "James A.

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Farley/QMDBB/CO/GSA/GOV" < laura.farley@gsa.gov>, "Matthew W.

Stockburger/QMDBB/CO/GSA/GOV" <matthew.stockburger@gsa.gov>, "Claudia J.

Brumbach/QMDBE/CO/GSA/GOV" <claudia.brumbach@gsa.gov>, "Robin

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Alward/QMDBE/CO/GSA/GOV " <christopher.alward@gsa.gov>, "Ellen B.

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Meyers/QMAE/CO/GSA/GOV" < jeffrey.meyers@gsa.gov>, "Randall L.

Glenn/QMDBC/CO/GSA/GOV" <randall.glenn@gsa.gov>, "Daniel W.

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Wapelhorst/3QMD/EUROPE/GSA/GOV" < james.wapelhorst@gsa.gov>, "Kailash C.

Gupta/QMDBC/CO/GSA/GOV" <kailash.gupta@gsa.gov>, "Lauren E.

Allen/QMDBC/CO/GSA/GOV" <lauren.concklin@gsa.gov>, "Randolph L.

Button/QMDBC/CO/GSA/GOV" <randolph.button@gsa.gov>, "Edward D.

Bretthauer/QMDBC/CO/GSA/GOV" <edward.bretthauer@gsa.gov>, "Caroline

Mail #3 Page #5

Akmkijan/3QMD/R03/GSA/GOV" <caroline.akmkjjan@gsa.gov>, "Denise C. Banks/QMAA/CO/GSA/GOV" <denise.banks@gsa.gov>, "Candace G. Martinez/QMDA/CO/GSA/GOV" <candace.martinez@gsa.gov>, "Christo pher A. Davis/QMDAB/CO/GSA/GOV" < christopher.davis@gsa.gov>, "Monica Bumbray/QMDAB/CO/GSA/GOV" < monica.bumbray@gsa.gov>, "Angela L. Taylor/QMDAB/CO/G5A/GOV" <angela.taylor@gsa.gov>, "Daniel R. Mohn/QMDAB/CO/GSA/GOV" <daniel.mohn@gsa.gov>, "Gina B. Jordan/QMDAB/CO/GSA/GOV" <gina.jordan@gsa.gov>, "Belynda M. Pollard/QMDAB/CO/GSA/GOV" <belynda.pollard@gsa.gov>, "Joan E. Summers/QMDAB/CO/GSA/GOV" < joan.summers@gsa.gov>, "Russell F. Miller/QMDAA/CO/G5A/GOV" <russell.miller@gsa.gov>, "John McDonald/QMDAA/CO/GSA/GOV" < john.mcdonald@gsa.gov>, "Thomas E. Martin/QMDAA/CO/GSA/GOV" <thomas.martin@gsa.gov>, "Peter W. Mielke/QMDAA/CO/GSA/GOV" <peter.mielke@gsa.gov>, "David L. Shell/QMDAA/CO/GSA/GOV" <david.shell@gsa.gov>, "Raymond L. Wood/QMDAA/CO/GSA/GOV" <raymond.wood@gsa.gov>, "Dana R. Simpkins/QM/CO/GSA/GOV" <dana.simpkins@gsa.gov>, "Bill F. Webster/QM/CO/GSA/GOV" < william.webster@gsa.gov>, "Elizabeth J. Blake/QM/CO/GSA/GOV" <elizabeth.blake@gsa.gov>, "Anissa D. Addison/CONTRACTOR/QMD /CO/GSA/GOV" <anissa.addison@gsa.gov>, "Selvamani A. Ranguchetti/CONTRACTOR/QI0E/CO/GSA/GOV" <selvamani.ranguchetti@gsa.gov>

Message-ID:

<OF6DDC8F10.2CE2CFFD-ON8525785E.0063B444-8525785E.0063BB89@LocalDomain>

MD5:

9818358b3271501f1068e1b57c8bddf7

Hi Candace,

Please send the message below to all the associates in Fleet and Automotive. Please also include the manager within Acquisition: Becky, Ernesto, Len, and Jeff.
Please let me know if you have any questions. Thanks for all of your help.

The message to forward is as follows:

Edward Saltzberg of Myers Motor will be displaying a single passenger electric vehicle in the front parking lot outside the security area on Tuesday, March 29, 2011 at 10:00 a.m. Please take the opportunity to see this vehicle on display. Please see the attached link for more information concerning this electric vehicle.

http://www.myersmotors.com/

Subject: Date: Fw: Electric Vehicle Announcement Tue, 24 May 2011 13:49:44 -0500

From:

"Candace G. Martinez/QMDA/CO/GSA/GOV" <candace.martinez@gsa.gov>

To: Bcc:

"Emily M. Gartland/QMDFA/CO/GSA/GOV" <emily.gartland@gsa.gov>, "Soundjata T.

Carty/QMAC/CO/GSA/GOV" <soundjata.carty@gsa.gov>, "Matthew S. Manger/QMD/CO/GSA/GOV" <matthew.manger@gsa.gov>, "William A. Toth

Jr./QMD/CO/GSA/GOV" <william.toth@gsa.gov>, "Tina M. Gillespie-Lucas/QMA/CO/GSA/GOV" <tina.gillespie-lucas@gsa.gov>, "Craig D. Yokum/QMAD/CO/GSA/GOV" <craig.yokum@gsa.gov>, "Sharon C. Hamer/QMA/R09/GSA/GOV" <sharon.hamer@gsa.gov>, "Charles R. Crowton/QMA/R05/GSA/GOV" <charles.crowton@gsa.gov>, "Kwanita A. Brown/QMAD/CO/GSA/GOV" <kwanita.brown@gsa.gov>, "Jeffrey R. Beck/QA0B/CO/GSA/GOV" <jeffrey.beck@gsa.gov>, "Bridget R. Duffy/QMA/R05/GSA/GOV" <br/>
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Munn/QMD/CO/GSA/GOV" <david.munn@gsa.gov>, "Da llas W.

Brewer/QMA/CO/GSA/GOV" <dallas.brewer@gsa.gov>, "Lacountess P. Cole/QMDBD/CO/GSA/GOV" <connie.cole@gsa.gov>, "Dana J.

Maykish/QMDA/CO/GSA/GOV" <dana.maykish@gsa.gov>, "Sean H. Seymour/QMDA/CO/GSA/GOV" <sean.seymour@gsa.gov>, "Leonard J. Fedoruk/QMA/CO/GSA/GOV" <leonard.fedoruk@gsa.gov>, "Joseph F. Continetti/QMA/CO/GSA/GOV" <joseph.continetti@gsa.gov>, "Wanda T.

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Smith/QMDBA/CO/GSA/GOV" <milton.smith@gsa.gov>, "Semeon I.

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Mohanty/QMDBB/CO/GSA/GOV" <uanie:i=ectimami@gsa.gov>, "suni Mohanty/QMDBB/CO/GSA/GOV" <sunil.mohanty@gsa.gov>, "Laura D.

Farley/QMDBB/CO/GSA/GOV" <laura.farley@gsa.gov>, "Matthew W.

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McCauley/QMDBE/CO/GSA/GOV" <matthew.mccauley@gsa.gov>, "Lander

Allin/QMDBD/CO/GSA/GOV" < lander.allin@gsa.gov>, "George

Schaubhut/QMDB/CO/GSA/GOV" <george.schaubhut@gsa.gov>, "Jeffrey M.

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Today, at 1:30pm, the US Department of Energy Secretary Steven Chu, U.S. General Services Administrator Martha Johnson and White House Council on Environmental Quality Chair Nancy Sutley, will announce next steps in moving the Federal fleet further towards advanced vehicles and decreased petroleum consumption. The event will be live-streamed at www.whitehouse.gov/live

Thanks, Erin

Erin Sembach Office of Motor Vehicle Management 703.605.5429

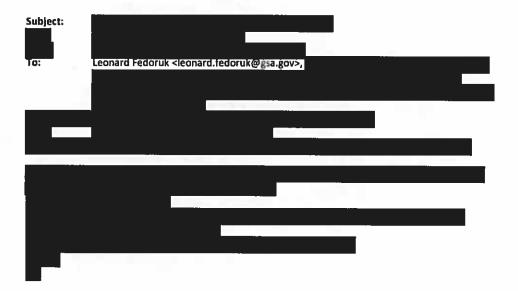




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